

Patient's Rights and Responsibilities

Patient Responsibilities

1. Maintaining Healthy Habits

- Patients should pursue lifestyles known to promote positive health results, such as proper diet and nutrition, adequate rest, and regular exercise. Simultaneously, they should avoid behaviors known to be detrimental to one's health, such as smoking, excessive alcohol consumption, and drug abuse.

2. Being Respectful to Providers and Staff

- You are expected to treat all clinical staff with courtesy and respect, abide by all safety regulations, and be mindful of the privacy of others.
- You are expected to keep appointments, be on time, and call the scheduling center within 24 hours if you cannot keep your appointment,

3. Being Honest with Your Provider

- You are expected to provide complete and accurate information about your health and medical history, including present condition, past illnesses, hospital stays, medicines, vitamins, herbal products, and any other matters that pertain to your health, including perceived safety risks.

4. Complying With Your Treatment Plan

- You are expected to answer questions when you do not understand information or instructions. If you believe that you cannot follow through on your treatment plan, you are responsible for telling your provider. You are responsible for outcomes if you do not follow the care, treatment and service plan.

5. Understanding Prescriptions Drugs and Their Possible Side Effects

- You are expected to actively participate in your pain management plan and to keep your provider informed of the effectiveness of your treatment. You are expected to follow the conditions in your narcotic agreement.

6. Become Knowledgeably About Their Health Plans.

- Patients should read and become familiar with the terms, coverage provisions, rules, and restrictions of their health plans. They should not be hesitant to inquire with appropriate sources when additional information or clarification is needed about these matters.

7. Meeting Financial Obligations

- You are expected to provide complete and accurate information, including your full name, address, home phone number, date of birth, Medicare ID, insurance carrier, and employer, when it is required.
- You are expected to pay your co-pays at the time of service. Payments can be arranged by contacting our billing department at 407-5613.

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- 1. The right to be treated with respect.**
 - You have the right to receive considerate, respectful, and compassionate care in a safe setting regardless of your age, gender, race, national origin, religion, sexual orientation, gender identity or disabilities.
 - You have the right to receive care in a safe environment free from all forms of abuse, sexual harassment, or mistreatment.
 - You have the right to be called by your proper name and be in an environment that maintains dignity and adds to your self-image.
 - You have the right to be told the names of your doctors, nurses and all health care team members directing or involved in your care.
 - You can expect full consideration of your privacy and confidentiality in care discussions, exams, and treatments. You may ask for an escort for any type of exam.
- 2. The right to obtain your medical records.**
 - You have the right to obtain your medical records, including provider notes, medical test results, and other documents related to your care. (HIPPA Act of 1996)
- 3. The Right to Privacy of Your Medical Records**
 - You have the right to expect that all communication and records about your care are confidential, unless disclosure is permitted by law.
 - You have the right to see or get a copy of your medical records.
 - You have the right to request a list of people to whom your personal health information was disclosed.
- 4. The Right to Make Treatment Choices and/or Refuse Treatment**
 - You have the right to participate in decisions about your care, treatment, and services provided, including the right to refuse treatment. If you leave the clinic against the advice of your practitioner, the provider will not be responsible for any medical consequences which may occur.
- 5. The Right to Informed Consent**
 - You have the right to be told by your provider about your diagnosis and possible prognosis, the benefits and risks of treatment and the expected outcomes of treatment, including expected outcomes.
- 6. The Right to an Interpreter or Sign**
 - You have the right to request an interpreter or person who can sign when receiving medical services at our clinics if English is not your primary language or you are hearing impaired.
- 7. The Right to Express a Grievance**
 - You have the right to express grievances to your provider, our patient advocate, or the appropriate state licensing agency regarding alleged violations of the patient's rights.
- 8. The Right to Make Decisions About End-of-Life Care**
 - You have the right to make advanced directive, appointing someone to make health care decisions for you if you are unable. If you do not have an advanced directive, we can provide you with information and help you to complete one.